



## Remake And Warranty Policy

*Through open communication with our clients and the use of skilled technicians, we maintain a low remake rate. However, we realize that remakes do happen and will remake cases according to the policy listed below.*

### Crown & Bridge Remake Policy

Crown & Bridge remakes will be no cost if all original case materials including models and impressions along with the dental restoration are received within 30 days of the invoice date, with the following exceptions:

- We inquired about the margin or impression but were instructed by the doctor or doctor's staff to "do the best we can".
- The doctor trimmed the die.
- The framework try-in was approved and returned to us for completion.
- The restoration was not seated by the same doctor who sent the case for fabrication.
- Bridges where the pontic site(s) had not been extracted or allowed sufficient healing time prior to the impression being taken.
- The doctor instructed us to adjust the opposing due to a lack of clearance or adjust the abutment due to a lack of clearance, lack of parallelism, undercut, or other reason.
- Any crown fabricated under a partial/designed to an existing partial, where the actual partial is not provided to us.
- The redo case instructs for a shade that is different than the original.
- Remakes returned to us without the original restoration will be charged at 100% of the price. If the original model and restoration are returned to us at a later date, DCS may consider a credit depending on the circumstances.

### Removable Remake Policy

Removable remakes will be no cost if all original case materials including models and impressions along with the dental restoration are received within 30 days of the invoice date, with the following exceptions:

- We inquired about the impression but were instructed by the doctor or doctor's staff to "do the best we can".
- We requested a try-in, but the doctor refused and instructed us to complete the case.
- The master model was provided to us by the Doctor.
- Complete dentures (immediate or otherwise) that were fabricated without a try-in.
- The redo case instructs for a shade that is different than the original.

- Because flexible partials are limited in the changes that can be made after processing, any change requested which was not part of the original RX and cannot be accomplished by adjustment will be billed at full charge for the remake.
- Remakes returned to us without the original restoration will be charged at 100% of the price. If the original model and restoration are returned to us at a later date, DCS may consider a credit depending on the circumstances.

## Warranty

We guarantee our work to be free from defects in materials and craftsmanship, as provided below. All crown, bridge, and removable dental restorations will be constructed using the appropriate materials and best practices and will conform to the written specifications provided with each work order.

Any restoration that meets the qualifications for a remake and experiences a defect in materials or workmanship within a period of **one year** will be repaired or remade, at our discretion, at no cost, with the exception of applicable shipping fees. However, due to their temporary or delicate nature, the following products are not covered under any warranty:

- Immediate / interim partials
- Immediate / interim dentures
- Temporaries for cases being prepared at the time of delivery

## Refund Policy

Repairs of appliances partially fabricated or completely fabricated by another laboratory other than DCS Dental Lab are not eligible for refunds.

All original case materials including models and impressions along with the dental restoration **MUST** be returned for credit consideration.

A credit may be issued by DCS directly to a customer's account when cases do not meet DCS' standards for quality, function, and esthetics. Any credit balance on a DCS account must be used for lab services within 60 days from the date of issue or it will expire. The cost for fabricating custom-made dental appliances cannot be refunded.

DCS Lab's Remake Policy will not apply to any account past due. DCS reserves the right in its sole discretion to refuse accepting any new cases and processing remake cases until the balance is paid in full and the account is current.

*\*DCS Lab can amend the above policies at its sole discretion and without prior notice.*